

**State of Utah, Department of Workforce Services
Wasatch North Regional Council Meeting Minutes
D.W.S. Ogden Employment Center, 480 27th Street
Wednesday, August 3rd, 2005
7:30 A.M. to 9:15 A.M.**

Attendees:

Kathleen Alder
Sharon Anderson
Commissioner Craig Dearden
Paul Evans
Holly Handy for Mary Lou Seamons
Steven Hoellein
Randy Hopkins
Gary Knapp (Chair)
Commissioner Carol Page
Brent Petersen
David Peterson
John Petroff
Cecil Robinson
Lynette Stevens
Tommy Smith
Mary Williams

Computer Software Solutions
Family Connection Center
Weber County Commission
South Davis Community Hospital
Davis County School District
Felt Auto Parts
State of Utah, Department of Workforce Services
Enable Industries
Davis County Commission
Davis Applied Technology College
Ogden-Weber Applied Technology College
J.P.'s #1 American Car Care
State of Utah, Division of Youth Corrections
Council Member, Morgan County
State of Utah, Division of Rehabilitation
Utah Public Employees Association

Excused:

Byron Beck
VaLynn Bevan
Pamela Clark (Past-Chair)
Larry Facer
Colleen Gudreau
Mike Hadley
Julie Snowball
Chris Terry
Karen Thurber
Toni Ure
Randy Welsh
Mary Williams
Kathy Worley
Jan Zogmaister

Browning, Morgan County
Clearfield Job Corps Center
Executive Director, Family Support Center of Ogden
Plumbers Local 348
Hill Air Force Base
Wells Fargo Bank
Weber State University
America First Credit Union
Neighborhood Development Division
Chromalox
Utah Transit Authority
Utah Public Employees Association
Ogden Clinic Weber County
National Battery Sales

Department of Workforce Services Staff:

Doyle Christensen
Lesnie Foster
Debbie Herr
Susan Hill
Rich Mackay
Kathleen Leiker
Koral Vasquez
Chris Love
John Mathews
Deby Nordfelt
Greg Paras

Gaylene Pebley
Carrie Peterson
Mike Richardson
Theresa Wheatley
Alex Yei

Administrative Services Manager
Employment Counseling Program Specialist
Regional Program Team Manager
Council Support Liaison
Roy Employment Center Business Consultant
South Davis Center Manager
Ogden Employment Center Manager
Deputy Director
North Region Economist
Workforce Services Specialist II
Roy Employment Center Manager/Clearfield Area Manager
Clearfield Area Manager/Interim Regional Director
Administrative Secretary
D.W.S. Director of Communication and Public Relations
Acting Roy Employment Center Manager
Ogden Eligibility Service Center Manager

The meeting was called to order at 7:30 a.m.

1. **Welcome**

Gary Knapp, of Enable Industries, officially began his term as Chair of the Wasatch North Regional Council effective July 1st, 2005.

Gary welcomed all Council members, and Department of Workforce Services (D.W.S.) staff to the meeting.

New Regional Council members were announced to the group:

- VaLynn Bevan, of Clearfield Job Corps Center.
- Randy Hopkins, Department of Workforce Services, North Region Director.

Randy was appointed as the D.W.S. North Region Director with concurrence of the respective chairs of the Bear River and Wasatch Councils.

Randy has extensive leadership experience with the Department and was the recipient of the Department's coveted Manager of the Year award in 1998. He was instrumental in developing, launching, and managing the Unemployment Insurance Claims Center in 1997, which continues to receive national acclaim. Randy led the Eligibility Service Center Pilot Project to successfully demonstrate that ongoing eligibility could be handled effectively and efficiently through a call center environment. Randy was selected as the Unemployment Insurance Benefits Chief in 2001 and continued to serve in that capacity, and devote most of his time to the Unemployment Insurance Benefits Redesign Project (C.U.B.S.) over the past 18 months. Phase 1 of the C.U.B.S. Project is at a critical juncture, and for that reason, Randy will officially assume his new duties as the Regional Director for the North Region on August 15th.

2. **Consent Calendar Action Items**

Gary Knapp called for a motion to approve the minutes from the May 4th, 2005 meeting.

Action: Tommy Smith made the motion, Steve Hoellein seconded, and the Council unanimously approved the minutes.

3. **Recognition of Outgoing Chair**

Gary Knapp informed the group that Pamela Clark would be presented with a plaque to thank her for all of her contributions during her term as the Wasatch North Regional Council Chair. The Council noted their appreciation of Pam's support and dedication during her term.

4. **Council Membership**

A. Proposed Council reappointments were presented to the Regional Council as they were approved by the County Commissions.

- Kathleen Alder, Alder & Associates
- Paul Evans, South Davis Community Hospital
- Larry Facer, Business Manager of Plumbers Local 348
- Mike Hadley, Wells Fargo
- Steven Hoellein, Felt Auto Parts
- Commissioner Carole Page, Davis County Commission
- Cecil Robinson, State of Utah, Juvenile Justice Services
- Lou Seamons for Bryan Bowles, Davis County School District
- Tommy Smith, State of Utah, Department of Rehabilitation
- Jan Zogmaister, National Battery Sales

B. Council vacancies

Two representatives are needed to fill the following Council vacancies.

- One small business representative.
- One veteran's representative.

Susan Hill asked the meeting attendees to contact her if they have any possible recommendations to fill Council vacancies. Brent Petersen asked for the definition of the small and large employers. Susan Hill explained that employers with less than fifty employees is considered a small business.

Action: Steve Hoellein made the motion, Kathleen Alder seconded, and the Council unanimously voted to approve the reappointment of members and recruitment of representatives for the vacancies.

Amendment to the motion: Commissioner Carol Page requested an amendment to the motion: "Those that have not been attending the meetings regularly will be contacted to determine if they are still interested in attending the meetings." The Council representatives supported the amendment unanimously.

5. **Task Force Reports**

A. Community Building and Families

Sharon Anderson, Chair, reported the task force received an update on the Davis County Pilot Program for Offenders at the July 19th meeting. The program is the result of the State Department of Corrections taking advantage of a training opportunity provided by the Federal Government to support an employment program for offenders who are released from prison. The Department of Corrections has collaborated with the Department of Workforce Services to create the pilot program for Davis County.

Sharon shared the idea that D.W.S. staff could negotiate with potential employers to request they pay for transportation for the first month, or two, for their customers in the pilot program who have transportation barriers. Sharon explained that the task force is looking at "what it takes" for those people who have been incarcerated to maintain employment.

The task force will conduct the next meeting on September 8th. The members plan to prioritize gaps in the Community Coalition Services matrix and develop an action plan. The matrix will be used to identify any gaps in services to D.W.S. customers. A major area of concern is services to people who have drug abuse problems and are being released from prison.

The task force recognized there is a gap in services for some D.W.S. customers who are paying more in childcare expenses than they are earning. Sharon noted that this problem affects the children who are growing up in this type of environment may be neglected, and not learn how to be part of a family. The task force will take this issue to the North Region Management Team.

Kathleen Alder made the motion to approve the Community Building and Families Task Force Report. Paul Evans seconded, and the Council unanimously approved the motion.

B. Training Employers and Marketing Task Force

Brent Peterson, Co-Chair, provided a report from the June 1st task force meeting.

- The task force recommendation to incorporate a "career lattice" concept into the D.W.S. website is being pursued. A letter has been requested from the D.W.S. Committee that responded to the recommendation that for the time being, the "career ladder" information was adequate. The goal will be to get the information to the youth and employers to connect the D.W.S. services that are available.
- Gary Knapp, Council Chair, noted that he would like to have Gary Kennison follow-up on an explanation from the appropriate committee on their decision to not support the Council's recommendation to include the "career lattice" concept in the D.W.S. website.

- Davis School District will be holding an Opening Institute on August 19th, and Weber School District is scheduled for August 10th and 11th. The Opening Institute presentation will be directed to all counselors and teachers. The task force would like the presentation to be made to Ogden City and Morgan County School Districts. The goal will be to provide the presentations to Morgan School District, and Ogden City School District.
- Paul Evans noted that the Council would like to work with students in the high schools to inform them of the D.W.S. employment services that are available. The task force is working to provide a presentation in the schools with employer support. Based on Toni Ure's recommendation, the presentations will be endorsed by employers. The employer's perspective will be to promote hiring youth by accessing the D.W.S. recruitment services.
- Debra Nordfelt, D.W.S. Business Consultant, is working to schedule a block of time for the task force to make a presentation to market D.W.S. services to Davis Chambers of Commerce. The presentation could be a possible spotlight for 15-minutes, or a 45-minute presentation if D.W.S. is chosen as the sponsor to speak at the luncheon. The date for the Chamber of Commerce presentation is September 15th.
- Randy Welsh, Utah Transit Authority, will present a ten-minute PowerPoint presentation that was created by the Registered Apprentice Steering Committee (R.A.S.C.), which is targeted at employers and outlines to develop one to four-year apprenticeships based on the employers need at the next task force meeting.
- Brent thanked the Council members for their support of the task force goals.

Action: John Petroff made the motion, Commissioner Carol Page seconded, and the Council unanimously approved the Training Employers and Marketing Task Force report.

C. Facilities Task Force

Kathleen Alder shared information regarding the D.W.S. North Region 5-Year Facilities Plan.

- Kathleen reported that the task force has not held a recent meeting.
- A future task force meeting will be scheduled and Randy Hopkins will be invited.
- A hand-out was provided of the North Region Facilities Decision-Making Process and Long Term Projections. Kathleen reported that some of the information required for the report would be addressed at the next meeting.

6. Regional Youth Council Reports

A. Youth Council Report

Cecil Robinson, Chair, provided an informational overview of the June 7th meeting.

- The Youth Council reviewed the Futures Through Training Program (F.T.T.) update and the Workforce Investment Act (W.I.A.) Youth Progress report.
- An article was printed in the Ogden Standard Examiner to report on the F.T.T. Youth Leadership Report. The project was put together by nearly fifty youth who volunteered their time for two months. The youth planned a "going-away bash" for military officers of the 872nd Maintenance Company of the U.S. Army Reserves. Of the 216 officers being deployed, approximately 150 attended. Council members were referred to the meeting minutes for additional details.
- Lesnie Foster, D.W.S. Program Specialist, provided a report on the W.I.A. Youth Performance Outcomes.
 - F.T.T. is working to meet W.I.A. Youth performance outcomes by accepting youth who meet the priority-points list eligibility requirements for the program. As a result, the number of Juvenile Justice Services (J.J.S.) youth being served by F.T.T. has increased.
 - The Youth Council is working with F.T.T. to improve the performance outcome report.
 - Currently, W.I.A. Youth are being served in the three county area (Davis, Weber, & Morgan).
 - The Youth Council is working to meet Governor Walker's Transition to Adulthood for Foster Care Youth legislation.
 - One area of concern was found upon review of the performance measures for the fourth quarter, Young Youth Skill Attainment Rate. F.T.T. is reviewing the report to determine if the

youth are missing the skills or if it is a documentation error. The goal will be for D.W.S. to work with F.T.T. to improve the reported performance measures.

- F.T.T. is meeting all other specified outcome objectives.
- The Youth Council will review the priority list to meet the Department of Labor guidelines.
- Steven Hoellein asked for clarification on the number of employees the training vendor employs to manage the W.I.A. contracted services.
- Lesnie Foster responded that they have ten to fourteen youth counselors employed at this time.
- Kathleen asked if the F.T.T. employees were required to have a degree in education.
- Cecil Robinson reported that he meet the staff, and most of the youth counselors hold masters degrees.
- Kathleen Alder proposed inviting the F.T.T. youth counselors to the training institutes.
- Debbie Herr responded that Gary Kennison, D.W.S. Program Specialist, would be working to train the youth counselors.

***Action:** Brent Petersen made the motion to vote to approve the Youth Council's report. Sharon Anderson seconded the motion, and the Council unanimously approved the report.

7. **State Council Report**

Gary Knapp provided a report on the highlights of the State Council Meeting held July 14th.

- The Transition to Adult Living Program received an honorable mention at the Workforce Investment Act meeting in Philadelphia.
- The Department of Agriculture awarded a bonus on the accuracy of benefits issued by the State of Utah.
- Utah was recognized at the Food Stamp conference in San Antonio for accuracy in the Food Stamp program.
- Utah has an economic job expansion rate of 3.3%. The previous expansion lasted 13-years.
- Utah's employment rate is 3.9 %.
- Higher paying jobs are increasing.
- The state plan for the Department has been reviewed and updated by the Department of Labor.
- The plan will need to be approved at the Council of Councils.

8. **State Youth Council Update**

Cecil Robinson reported that the State of Utah received an Honorable Mention as a result of the Recognition of Excellence Awards.

The State Youth Council letter continues to be available on the D.W.S. website.

The Wasatch North Regional Youth Council and State Youth Council approved the F.T.T. as the W.I.A. youth services provider.

9. **Regional Director's Report**

Gaylene Pebley, Acting Regional Director, informed Council members of the following departmental information:

- The North Region achieved 100% Food Stamp accuracy in the month of February.
- The cumulative Food Stamp accuracy for the North Region stands at 97.42%. The regional goal is to maintain an accuracy rate of 97%.
- D.W.S. was awarded \$561,367 in performance bonus money for exceptional Food Stamp payment accuracy rate for the federal fiscal year 2004. Our executive management team, the governor and legislature have approved spending a portion of the bonus money on awards to staff. Staff that contributed to the success of the food stamp program for the performance bonus timeframe and

staff that are currently contributing to the success of the food stamp program will receive a bonus payment.

- Each year the Department conducts three surveys; service provider, customer satisfaction and job seeker.
 - The North Region Management Team met and developed a strategy to improve the results of the Service Provider survey (3.7%). This year, the Management Team will be striving to improve staff work / life satisfaction.
 - The Customer Satisfaction survey score was 4.1%, which was down a tenth of a percent from last year. Gaylene explained that anything above 4.0% is considered an acceptable rating. The Management Team will address the score and how it can be improved.
- The North Region hosted three Transition-to-Adult Living Summits. They were held in Davis, Weber, and Cache counties. The purpose of the Summits was to coordinate the services to youth who are exiting foster care. Gaylene reported that the summits were very successful as many allied agencies and entities were represented.

10. **Legislative Update**

Mike Richardson, D.W.S. Director of Communication and Public Relations, provided a legislative update.

- The strategic planning meetings for the Councils were held in March.
- The State Council plan has been through the review process of the legislature. The finalized version of the draft plan will be prepared.
- The Department is concerned with T.A.N.F. reauthorization as a possible 8.7 million dollars could be lost if the funds go to conciliation.
- Utah is one of seventeen states that received supplemental funds. The Department is working with the interim committee of the legislature to make the changes necessary to implement the national legislation. The legislation proposed for Unemployment Insurance (U.I.) and Social Security offset on earning was 100%. They are proposing that 50% be extended to 2011. There is a provision within U.I. law that provides for the deductibility of retirement income. Prior legislation was to take the social security award from the benefit amount. The Reed Act allowed changes with distribution. The U.I. Advisory Council elected to use the funds to develop the offset for the social security income. As employers were facing tax increases, the goal is not to extend the legislation but to review the economy. The legislation was approved through 2007 and the recommendation is to extend it through 2011.
- The focus of the Council of Councils will be partnering with education and youth.

11. **Northern Utah Economic Update**

John Mathews, D.W.S. North Region Economist, provided a presentation on the North Region's occupational employment projections, wage, and career information.

- Handouts were provided on Davis and Weber counties.
- Council members may contact Mr. Mathews at johnmathews@utah.gov or at (801) 526-9467.
- Employment has improved across the state.
- There has been an increase of about 72,000 work sites in Utah. Utah has experienced overall job growth.

Good News

- Post-recession economic growth.
- BRAC decision to realign H.A.F.B.

Bad News

- Interest rate creep and affect on construction / housing market
- Oil prices.
- Rising deficits, debt levels (consumer spending).

12. **Jobs.Utah.Gov Employment Website**

Richard Mackay, Roy Employment Center Business Consultant, provided a presentation on the improved self-directed employment page.

- Once employers register, they can access any positions they have posted in the past.
- The job listings have changed from eight pages to one page.
- Employers can now list the job order on just one page.
- The question as to "How do you want this job managed?" was asked. It was explained it referred to the job order being managed by the employer or by D.W.S.
- A create copy button has been added to the job orders to allow employers to use a job order that they have previously entered in the system.
- All of the business consultants are set up to visit with employers to provide training on how to access the website and manage the job orders. Any questions or requests for help with the website can be directed to the local offices.

13. **Other Business**

Regional Council members were provided with an opportunity to comment.

14. **Public Comment**

No general public representatives or non-members of the Regional Council attended the meeting.

15. **Adjourn**

The meeting was adjourned at 9:15 a.m.